

## Claims Procedure for Emergency free flight tickets, for active Usrati members

### Intimation to Sharaf Exchange (within 30 days from date of event):

1. Call Sharaf Exchange on number 600-54-0002 or email at [loyaltycare@sharafexchange.com](mailto:loyaltycare@sharafexchange.com)
2. Quote your Usrati membership number, as printed on the card
3. Receive an acknowledgement on the claim notification from Sharaf Exchange. The Usrati membership number will be the reference number in the email.

### Submission of Documents (within 90 days from date of event)

1. Call Sharaf Exchange on number 600-54-0002 or email at [loyaltycare@sharafexchange.com](mailto:loyaltycare@sharafexchange.com) or your closest Sharaf Exchange branch and ask for the Claim form.
2. Submit with the following documents (hard copy/soft copy as may be appropriate) within 90 days from the date of event.
  - a. Travel to Home Country in case of death of Parent, Spouse or Dependent(s)
    1. Completed claim form (*Can also be downloaded from the same location where you found this document on the Sharaf Exchange website*)
    2. Death Certificate of the deceased (*with attestation if requested by Sharaf Exchnage based on the nature of the claim; otherwise without attestation*)
    3. Passport Copy/Valid ID Proof of the deceased with date of birth details
    4. Post Mortem report (if legally available)
    5. Medical Report in case cause of death is not clearly stated in the Post Mortem report
    6. Copy of Usrati loyalty member's passport with valid residence visa page
    7. Valid Actual Air Ticket bills as may be required
    8. Any other documents as may be requested by Sharaf Exchange
  - b. Close Relative travelling to UAE in case hospitalization of Usrati loyalty member for 15 consecutive days:
    1. Completed Claim Form
    2. Medical Report stating the detailed diagnosis with cause of such hospital confinement and duration of stay as in-patient in hospital
    3. Discharge Summary
    4. Copy of Usrati loyalty member's passport with valid residence visa page
    5. Any other documents as may be required to establish the cause of hospitalization
    6. Close Relative's (traveler) valid passport copy or any other form of official identification that details his/her: name, date of birth, father's name and relation to the Usrati Loyalty member
    7. A clear and valid Actual Air Ticket bill as may be required
    8. Any other documents as may be required to substantiate the claim

**Review of Claim**

1. Sharaf Exchange Usrati team shall review the submitted documents
2. Sharaf Exchange may request for further documentation depending upon the nature of the claims and documents submitted
3. Sharaf Exchange shall endeavor to communicate the feedback within 15 business days from receipt of all documents

**Follow up on Claims:**

1. Contact Sharaf Exchange on 600-54-0002 or email at : [loyaltycare@sharafexchange.com](mailto:loyaltycare@sharafexchange.com)
2. Quote loyalty membership number on the call or mention it in the email subject line and content.
3. Usrati loyalty member may also visit any Sharaf Exchange branch to follow up with their valid Usrati loyalty card and Emirates ID and relevant documentation as mentioned above.

**Settlement of Claims:**

1. In case of an admissible claim, Sharaf Exchange will endeavor to settle the claim within 15 business days from the date of confirmation of claim.

Note: Please refer to the detailed Terms & Conditions on :  
<https://www.sharafexchange.com/page/services/usrati>